

ORIGINAL

ARIZONA CORPORATION COMMISSION

FORMAL COMPLAINT FORM



COMPLAINANT

Jon Sandler / Grant Properties Group

COMPLAINT NUMBER

81231

0000102425

ADDRESS

P.O. Box 4511 Rio Rico AZ 85648

NAME OF RESPONSIBLE PARTY

Jon Sandler

PHONE (WORK)

(520) 377-0205

NAME OF UTILITY

Unisource Energy Services

ACCOUNT NUMBER

GROUND(S) FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT, INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

See Attached Complaint.

E-04230A-09-0494

Arizona Corporation Commission

DOCKETED

OCT 16 2009

DOCKETED BY

NR

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 OCT 16 P 4:45

RECEIVED

NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

SIGNATURE OF COMPLAINANT OR ATTORNEY

Jon Sandler

GROUNDS FOR COMPLAINT: (CONTINUED)

[illegible]

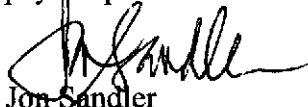
1012/09

In July, 2009, electrical service in Tubac Country Club was spotty at best and was out on a number of occasions culminating in a Saturday 7 hour outage which was not turned back on until after 4 in the afternoon after going out at 9:45 in the morning. There were at least 5 times in July when I came home to find all clocks flashing indicating some type of outage.

I have lived in my home in Tubac since July of 2000 and doubt there have been many months (if any) that power has not gone out at least once. I have a power surge bar guarding my electronic equipment which includes a very nice Onkyo amplifier. I have speakers at various locations inside and outside my house and the amplifier has a remote speaker switch which controls the operation of these speakers. During the last major outage in July, the remote speaker switch shut off as it has in the past when the electrical supply is interrupted. Every other time (dozens over the time I have lived here) I have been able to turn the speakers back on. I can no longer do that.. Since July, I have sound only in my living room—no where else. This needs to be fixed. When the switch to digital took place, I paid \$105 to an electronics expert from Larriva's to come by and help switch my system over to digital and rewire some components. While he was there, I asked him to look at the amp. He was unable to fix it and knew of no one locally who works on the equipment. He suggested the "Geek Squad" from Best Buy who apparently do service calls throughout Santa Cruz County. He believes it can be repaired.

Unisource has no competition. If there were options for electrical service in Santa Cruz County, most people would have left them years ago. As a property manager, I have filed countless complaints against them for poor utility service, poor customer service, etc. They will simply respond that they are not responsible for acts of nature if you complain about power outages. There are too many—they can't all be acts of God. In May, it took them 12 days to hookup/disconnect a number of our managed properties which were on a faxed list they acknowledged receiving. They responded that they have 5 business days to schedule turn on/turn offs. I was never sure how 5 days could be stretched to 12. When I called to initially complain about my service and the amplifier problem, I didn't even mention a specific date and yet the girl immediately responded that they were not responsible. I guess that's the pat response.

Unisource is the power company. The fact that they can remain in business after putting out recorded messages which tell their customers that they will have to remain on hold for more than an hour to speak to a representative pretty much sums it up. They must be held to a higher standard. The last of several times that I spoke to Brenda she asked me to imagine if Unisource had to fix every piece of equipment that might fail due to power surges/outages. I don't care. My amplifier switch has finally given out after 9 years and dozens and dozens of outages, even with power surge protection. Hundreds of repairs are not being requested—just me. I'm asking for a service call by Best Buy or anyone qualified to fix my remote switch. It did not fail on it's own. Unisource needs to step up or be forced to. One service call is a small price for them to pay for poor electrical service over a 9 year period.



Jon Sandler

Bx 4515

Rio Rico, AZ 85648

(520) 377-6205